



## **Student Engagement Overview**

### **1. Internal and external reference points**

- 1.1 The London Met policy and process for Student Engagement have been developed in consultation with the QAA Quality Code published in March 2018, the QAA Advice and Guidance on Student Engagement published in November 2018 and internal reference points such as the University's Academic Regulations and General Student Regulations.

### **2. Student engagement overview**

- 2.1 London Met is committed to enhancing the learning experience of its students. To do this, London Met engages students in quality assurance and enhancement processes and provides student voice mechanisms to support collaborative discussions on improving the student experience.
- 2.2 London Met's strategic approach to student engagement is managed and monitored by the Learning, Teaching and Quality Committee (LTQC) and the Student Engagement Panel.

### **3. Student engagement in quality processes**

- 3.1 Students are actively engaged in all quality processes at London Met. Student representatives are members of deliberative committees from the Board of Governors to Course Committees. This membership provides students with a platform to actively engage in discussions and decisions about their academic experience.
- 3.2 Student representatives include democratically elected representatives from London Met Students Union, and elected class student representatives.
- 3.3 Elected class student representatives represent their cohorts and attend Course Committee meetings to discuss and agree actions with London Met staff to improve the student experience and outcomes. These meetings occur twice in an academic year with minutes and actions being provided to student cohorts.
- 3.4 Student representatives are also panel members on validations and periodic reviews. This allows students to engage in the development and approval of courses and ensure that the student experience is fully considered in the development of London Met provision.

### **4. Surveys**

- 4.1 London Met ensures that all students can provide feedback on their experience. To do this all students are provided with opportunities using surveys. The following surveys are in operational at London Met;



- Module Feedback – This is available to students on levels 3-5, and this survey asks students to feedback on their module experience to allow module enhancements.
- Course Feedback – This is available to students on levels 3-5, and asks students to comment on their overall academic experience to allow for enhancement to the academic environment and community.
- Professional Survey Departments Survey – This is available to all students and allows students to provide feedback on their non-academic experience.
- National Student Survey – This is available to level 6 students and is a national survey asking students to provide feedback on their experience.
- Postgraduate Research Experience Survey – This is available to all PhD level students and asks students to provide feedback on their experience.

4.2 The results of surveys are received and considered at LTQC and School level LTQ committees to ensure that good practice is shared, and that action is taken in response to feedback.

4.3 Course teams are required to work with student representatives in closing the feedback loop, this includes reporting the outcomes of surveys at Course Committees and supporting the representatives in engaging with the wider cohort in collecting and providing responses to feedback.

## **5. Student engagement at collaborative partners**

5.1 London Met's collaborative partners are expected to engage students in the quality of their academic experience.

5.2 Franchise and Joint partners are expected to have the same processes in place as those at London Met, including Student Representatives structures, course committees and surveys as outlined above.

5.3 Validated partners are expected to have comparable process to London Met and are required to confirm the processes in place with AQD and the academic school.

## **6. Reporting**

6.1 Student engagement activities are reported to LTQC and school level committees. Actions plans should be completed and discussed with students to ensure that there is collaborative agreement. Course teams are also required to discuss student feedback as part of the annual monitoring and periodic review process.